

Hello, this is _____ for Gilmore Research Group.
 We are working with the Washington State Office of Financial Management,
 or
 OFM, on a survey to help OFM better understand and provide service that its
 customers want.

ASK FOR: <RESP

>

@INT02

CODE 51 TO CONTINUE
 CODE 61 IF WANTS EXPLANATION SHEET FAXED FIRST
 PRESS F1 AND SCROLL DOWN FOR ADDITIONAL CODES
 PRESS F7 KEY FOR ADDITIONAL IF NEEDED STATEMENTS

98/07/30 12:02

7:

INT02

IF NOT AVAILABLE, ARRANGE CALL-BACK

screen

			(1/ 113)
01	Continue	51 D	=> /Q1
02	02 ARRANGE CALL-BACK - OUT OF HOME	02	=> /CB
03	03 RESPONDENT NOT AVAILABLE/TOO BUSY	03	=> /CALL
04	04 NO ANSWER	04	=> /CALL
05	05 ANSWERING MACHINE	05	=> /CALL
06	06 BUSY	06	=> /CALL2
07	08 referred to new phone number	08	=> /TEL01
08	10 INITIAL REFUSAL - SOFT	10	
09	13 INITIAL REFUSAL - HARD	13	=> /END
10	15 BLOCKED NUMBER	15	=> /END
11	16 CHANGE AREA CODE	16	=> /TEL02
12	20 DISCONNECT	20	=> /END
13	21 BUSINESS NUMBER	21	=> /END
14	22 FAX - MODEM LINE	22	=> /END
15	23 LANGUAGE BARRIER	23	=> /END
16	24 HEARING PROBLEM/OTHER PROBLEM WITH RESPONDENT	24	=> /END
17	25 RESPONDENT GONE FOR REMAINDER OF SURVEY	25	=> /END
18	34 DUPLICATED NUMBER	34	=> /END
19	39 will call back Gilmore number	39 N	=> /CALL2
20	50 NQ - MISCELLANEOUS	50	=> /NOTES
21	61 FAX LETTER AND ARRANGE CALLBACK	61	=> FAX

98/07/30 9:15

12:

Q1

Your name has been randomly selected for this telephone survey from among
 those who have some contact with OFM. I would like to confirm that you have
 had some type of contact with OFM in the past 12 MONTHS. Is that correct?

			(1/ 120)
01	YES	1	=> INT04
02	NO	2	
03	Don't Know / Refused	3	

98/07/22 8:11

13:**Q2**

By contact, I am including requesting information from OFM, providing information or data TO OFM, using OFM publications, or using OFM computerized financial systems such as AFRS or BPS. Have you had any of these types of contacts?

(1/ 121)

01	YES	1	
02	NO	2	=> INT05
03	Don't Know / Refused	3	

The interview will take about 12 TO 15 minutes, would this be a convenient time for you?

@INT04

IF YES, CODE 51 TO CONTINUE
IF NO, ASK IF CAN SEND INFORMATION FAX

CODE 61 TO ARRANGE FAX AND CALLBACK

PRESS F1 AND SCROLL DOWN FOR ADDITIONAL CODES

PRESS F7 FOR IF NEEDED STATEMENTS

98/07/30 9:22

14:**INT04**

SCREEN

(1/ 122)

01	continue	51	D	
02	02 ARRANGE CALL-BACK - OUT OF OFFICE/HOME	02		=> /CB
03	09 ARRANGE APPOINTMENT	09		=> /CB
04	61 FAX INFORMATION SHEET, THEN CALLBACK	61		=> FAX

Before we proceed, I would like to assure you that this survey is totally confidential.

@XQ5 PRESS ENTER TO CONTINUE

IF NEEDED: OFM will not know who has taken part in this survey.

All responses will be combined, and results will be presented to OFM based only on the total of aggregated responses in the study.

Responses to some of the questions will be published in an appendix to the report, but any names or other information that could identify someone will be removed.

98/07/09 12:17

15:**XQ5**

SCREEN

(1/ 124)

01	Continue	1	D
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98/07/27 9:42

16:**XSQ6**

=> * if IF((SACS=0)06,00) ; SELECT HERE IF NOT ON SACS LIST

INCLUSION OR ELIMINATION LINE #6 FROM CHOICE LIST IN Q6

98/07/28 10:31

17:**Q6***READ 1-6, UP TO 6 Answers \$B*

First of all, which of these OFM product and service areas have you had contact with in the past 12 months?

Rotation => 6

Elimination => 7 (XSQ6)

(1/ 127 - 129 - 131 - 133 - 135 - 137)

01	The Budget Division of OFM	01	
02	The OFM Accounting Division	02	
03	Financial Systems such as AFRS, APS ("apps"), TAPS (rhymes with 'apps'), or BPS	03	
04	Personal Services Contracting Group	04	
05	Population and Forecasting Group	05	
06	Small Agency Client Services (SACS)	06	
07	NONE OF THE ABOVE	07	=> INT05

calculation and selection of division or group to be asked about done here

98/07/28 6:54

34:**XQ7**

The following questions ask you to rate OFM on several attributes based on your experiences with them in the last twelve months. IF NEEDED: By experience, I mean either personal contact or through feedback from others in your <WORD7>. Please use a 7 point scale, where 1 is the low or bottom of the scale, and 7 is high, or the top of the scale.

Thinking of your experience in the past twelve months....

(1/ 180)

01Continue 1 D

98/07/28 10:00

35:**Q7A1**

Rotation => X7F3B [4]

=> +1 if NOT Q6=01; ASK ONLY IF BUDGET Q6 = 01

How well does the OFM Budget Division help your <word7 > succeed in carrying out its responsibilities? Would you say, 1, not at all, 7, extremely well, or some number in between?

(1/ 181)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely well	7
08	don't know / refused	8
09	not applicable	9

98/07/30 9:06

36:**Q7A2**

=> +1 if NOT Q6=02; ASK IF ACCOUNTING Q6 = 02

How well does the OFM Accounting Division help your <word7 > succeed in carrying out its responsibilities? (Would you say, 1, not at all, 7, extremely well, or some number in between?)

(1/ 182)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely well	7
08	don't know / refused	8
09	not applicable	9

98/07/29 13:19

37:**Q7A3A**

=> +1 if (NOT Q7A1>0 AND NOT Q7A2>0) OR SETAB=1 ; SKIP IF
A1 AND A2 NOT ANSWERED OR IF ONLY ACCOUNTING /
BUDGET NAMED

Other than budget or accounting, how well does OFM help your <word7 > succeed in carrying out its responsibilities? (Would you say, 1, not at all, 7, extremely well, or some number in between?)

(1/ 183)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely well	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:44

38:**Q7A3B**

=> +1 if Q6=01,02 ; ASK IF NOT BUDGET OR ACCOUNTING (SKIP
IF ARE BUDGET OR ACCOUNTING)

How well does OFM, overall, help your <word7 > succeed in carrying out its responsibilities? Would you say, 1, not at all, 7, extremely well, or some number in between?

(1/ 184)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely well	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:44

39:**Q7B1**

=> +1 if NOT Q6=01; ASK ONLY IF BUDGET SHOP Q6

Overall, to what extent is the OFM Budget Division customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

(1/ 185)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely customer service oriented	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:45

40:**Q7B2**

=> +1 if NOT Q6=02; ASK ONLY IF ACCOUNTING /Q6

Overall, to what extent is the OFM Accounting Division customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

(1/ 186)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely customer service oriented	7
08	don't know / refused	8
09	not applicable	9

98/07/28 10:39

41:**Q7B3A**

=> +1 if (NOT Q7B1>0 AND NOT Q7B2>0) OR SETAB=1 ; SKIP IF
B1 AND B2 NOT ANSWERED OR IF ONLY ACCOUNTING /
BUDGET NAMED

Other than Budget or Accounting, to what extent is OFM customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

(1/ 187)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely customer service oriented	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:48

42:**Q7B3B**

=> +1 if Q6=01,02 ; ASK IF NOT BUDGET OR ACCOUNTING (SKIP
IF ARE BUDGET OR ACCOUNTING)

Overall, to what extent is OFM customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

(1/ 188)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely customer service oriented	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:48

43:**Q7C1**

=> +1 if NOT Q6=01; ASK ONLY IF BUDGET SHOP Q6

How useful to you are the OFM instructions for preparing the budget? Would you say, 1, not at all, 7, extremely useful, or some number in between?

(1/ 189)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely useful	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:51

47:**Q7D1**

How would you rate the integrity of the information OFM provides to your <WORD7 >? By integrity, I mean that the information is accurate, objective, trustworthy and credible. Would you say 1, very low, 7 extremely high or some number in between?

(1/ 193)

01	1 - very low	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely high	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:53

51:**Q7E**

=> +1 if NOT Q6 =03 ; ASK IF Q6 = SYSTEMS

How well do OFM Financial Systems equip you with the tools YOU need to do your job? Would you say 1, not at all, 7, extremely well, or some number in between?

(1/ 197)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely well	7
08	don't know / refused	8
09	not applicable	9

98/07/27 9:54

55:**Q7F**

=> +1 if NOT Q6 =06 ; ASK IF Q6 = SACS

How well does Small Agency Client Services meet your needs? Would you say 1, not at all, 7, extremely well, or some number in between?

(1/ 201)

01	1 - not at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely well	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:04

59:**Q7G1**

=> +1 if NOT Q6=04; ASK ONLY NAMED IN Q6

How well does Personal Services Contracting Group meet your needs? Would you say 1, not at all, 7, extremely well, or some number in between?

(1/ 205)

01 1 - not at all 1
 02 2 2
 03 3 3
 04 4 4
 05 5 5
 06 6 6
 07 7 - extremely useful 7
 08 don't know / refused 8
 09 not applicable 9

98/07/27 10:05

60:**X7G2**

=> +1 else => +1 if XQ7>0 ; FOR ROTATIONS ONLY

blank for rotations

(1/ 206)

question 8a,8b,8c,8d,8e,8f series asked according to calculation and selection criteria

98/07/27 10:07

69:**X8A**

The next series of questions deals with your interaction with the OFM Budget Division. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the OFM Budget Division.)

(1/ 215)

01 Continue 1 D

98/07/27 10:07

70:**Q8AA**

Rotation => Q8AB

The rationale for OFM Budget decisions is explained to me or my <WORD7 >
(Would you say, 1: you don't agree at all, 7: you agree completely or some
number in between?)

(1/ 216)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:08

71:**Q8AB**

The OFM Budget Division makes decisions in a timely manner. (Would you say,
1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 217)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:08

72:**Q8AC**

Rotation => Q8AH

I am treated fairly by the OFM Budget Division. (Would you say, 1: you don't
agree at all, 7: you agree completely or some number in between?)

(1/ 218)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:07

73:**Q8AD**

Budget Division staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 219)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:08

74:**Q8AE**

Budget Division staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 220)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:08

75:**Q8AF**

Budget Division staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 221)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:08

76:**Q8AG**

Budget Division staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 222)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:09

77:**Q8AH**

The OFM Budget Division staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 223)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:09

78:**X8B**

=> Q9 if	X8A>0 ; SKIP OUT OF SERIES WHEN DONE
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The next series of questions deals with your interaction with the OFM Accounting Division. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of OFM Accounting.)

(1/ 224)

01	Continue	1	D
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98/07/28 7:09

79:**Q8BA**

Rotation => Q8BB

The OFM Accounting Division makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1 / 225)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:09

80:**Q8BB**

I can be involved in decisions of the OFM Accounting Division that affect my job. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1 / 226)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/24 9:24

81:**Q8BC**

Rotation => Q8BH

I am treated fairly by the OFM Accounting division. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1 / 227)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:09

82:**Q8BD**

The Accounting staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 228)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:09

83:**Q8BE**

The Accounting staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 229)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:09

84:**Q8BF**

The Accounting staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 230)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:09

85:**Q8BG**

The Accounting staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 231)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:10

86:**Q8BH**

The OFM Accounting Division staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 232)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:10

87:**Q8BI**

What additional products or services could the Accounting Division provide that would be useful to you?

(1/ 233 - 235 - 237 - 239 - 241 - 243)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/27 10:10

88:**X8C**

=> Q9 if X8B>0 ; SKIP OUT OF SERIES WHEN DONE

The next series of questions deals with your interaction with the Financial Systems Unit of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of OFM Systems.)

(1/ 245)

01Continue 1 D

98/07/24 9:27

89:**Q8CA**

I can be involved in the decisions of the Financial Systems Unit of OFM that that affect my job. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 246)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/24 9:26

90:**Q8CB**

Rotation => Q8CG

I am treated fairly by the Financial Systems Unit of OFM. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 247)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:10

91:**Q8CC**

Financial Systems Unit staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 248)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:10

92:**Q8CD**

Financial Systems Unit staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 249)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:11

93:**Q8CE**

Financial Systems Unit staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 250)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:11

94:**Q8CF**

Financial Systems Unit staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 251)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:11

95:**Q8CG**

The OFM Financial Systems Unit staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 252)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:20

96:**X8D**

=> Q9 if	X8C>0 ; SKIP OUT OF SERIES WHEN DONE
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The next series of questions deals with your interaction with the Population and Forecasting Group of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Population and Forecasting Group.

(1/ 253)

01	Continue	1	D
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98/07/24 9:12

97:**Q8DA**

Rotation => Q8DF

I am treated fairly by the Population and Forecasting group of OFM. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 254)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:11

98:**Q8DB**

Population and Forecasting Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 255)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:11

99:**Q8DC**

Population and Forecasting Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 256)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:11

100:**Q8DD**

Population and Forecasting Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 257)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:11

101:**Q8DE**

Population and Forecasting Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 258)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/30 9:14

102:**Q8DF**

The OFM Population and Forecasting group staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 259)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:16

103:**Q8DG**

What additional products or information could the Population and Forecasting Group provide that would be useful to you?

(1/ 260 - 262 - 264 - 266 - 268 - 270)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/28 10:20

104:**X8E**

=> Q9 if	X8D>0 ; SKIP OUT OF SERIES WHEN DONE
----------	--------------------------------------

The next series of questions deals with your interaction with Personal Services Contracting Group of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Personal Services Contracting Group and its staff.)

(1/ 272)

01	Continue	1	D
----------	----------	---	---

98/07/23 11:29

105:**Q8EA**

Personal Services Contracting Group makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 273)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:23

106:**Q8EB**

Rotation => Q8EG

I am treated fairly by Personal Services Contracting Group. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 274)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/23 11:30

107:**Q8EC**

Personal Services Contracting Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 275)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/23 11:30

108:**Q8ED**

Personal Services Contracting Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 276)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/23 11:31
109:**Q8EE**

Personal Services Contracting Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 277)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/23 11:32

110:**Q8EF**

Personal Services Contracting Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 278)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/23 14:46

111:**Q8EG**

Personal Services Contracting Group staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 279)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:25

112:**X8E1**

=> Q9 if X8E>0 ; SKIP OUT OF SERIES WHEN DONE

The next series of questions deals with your interaction with Small Agency Client Services. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the OFM Small Agency Client Services and its Staff.)

(1/ 280)

01Continue 1 D

98/07/28 7:13

113:**Q8E1A**

Small Agency Client Services makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 281)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 7:14

114:**Q8E1B**

I am treated fairly by the Small Agency Client Services Group. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 282)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:27
115:**Q8E1C**

Small Agency Client Services staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 283)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:28

116:**Q8E1D**

Small Agency Client Services staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 284)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:28

117:**Q8E1E**

Small Agency Client Services staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 285)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:29

118:**Q8E1F**

Small Agency Client Services staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 286)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:29

119:**Q8E1G**

Small Agency Client Services staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 287)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:30

120:**X8F**

=> Q9 if	X8E1>0 ; SKIP OUT OF SERIES WHEN DONE
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The next series of questions deals with your interaction with OFM overall. For these questions, please use the 7-point scale again. This time a 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of OFM and its staff.)

(1/ 288)

01	Continue	1	D
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98/07/27 10:30

121:**Q8FA**

OFM makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 289)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:31

122:**Q8FB**

Rotation => Q8FG

I am treated fairly by OFM (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 290)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:31

123:**Q8FC**

OFM staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 291)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:32
124:**Q8FD**

OFM staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 292)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:32

125:**Q8FE**

OFM staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 293)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:32

126:**Q8FF**

OFM staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 294)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:33

127:**Q8FG**

OFM staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

(1/ 295)

01	1 - don't agree at all	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - agree completely	7
08	don't know / refused	8
09	not applicable	9

98/07/28 14:22

128:**Q9****READ 1-3**

The next series of questions deals with OFM information. OFM provides 3 basic types of information. Which of these 3 basic types do you use?

Do you use.....

(1/ 296 - 298 - 300)

01	Policies and Procedures provided by OFM?	01
02	Data provided by any group within OFM?	02
03	Technical Assistance provided by OFM?	03

questions 9a 9b or 9c asked depending on calculation and selection criteria

98/07/27 11:02

139:**X9A**

The next series of questions deals with policies and procedures information...

Would you say that OFM's policies and procedures are....

(1/ 325)

01	Continue	1
----------	----------	---

98/07/10 18:34

140:**Q9AA**

Rotation => Q9AG

(Would you say that OFM's policies and procedures are....) Understandable?
 (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 326)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/10 18:05

141:**Q9AB**

(Would you say that OFM's policies and procedures are....) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 327)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/10 18:06

142:**Q9AE**

(Would you say that OFM's policies and procedures are....) Timely? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 328)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/10 18:06

143:**Q9AF**

(Would you say that OFM's policies and procedures are....) Complete? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 329)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:36

144:**Q9AG**

(Would you say that OFM's policies and procedures are....) in the format I prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 330)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/27 11:03

145:**X9B**

=> XQ10 if X9A>0 ; SKIP OUT OF SERIES WHEN DONE

The next series of questions deals with data provided by OFM....
would you say that data provided by OFM is...

(1/ 331)

01	Continue	1	D
----------	----------	---	---

98/07/24 9:41

146:**Q9BA**

Rotation => Q9BH

(would you say that data provided by OFM is..) Understandable? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 332)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/24 9:41

147:**Q9BB**

(would you say that data provided by OFM is..) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 333)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/24 9:41

148:**Q9BC**

(would you say that data provided by OFM is..) Accurate? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 334)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/24 9:42

149:**Q9BD**

(would you say that data provided by OFM is..) Unbiased? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 335)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/24 9:42

150:**Q9BE**

(would you say that data provided by OFM is..) Timely? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 336)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/24 9:42

151:**Q9BF**

(would you say that data provided by OFM is..) Complete? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 337)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:36

152:**Q9BG**

(would you say that data provided by OFM is..) in the format I prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 338)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/24 14:00

153:**Q9BH**

(would you say that data provided by OFM is..) Credible? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 339)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/27 11:03

154:**Q9C**

=> XQ10 if X9B>0 ; SKIP OUT OF SERIES WHEN DONE
--

The next series of questions deals with technical assistance provided by OFM..

Would you say that the technical assistance provided by OFM is...

(1/ 340)

01	Continue	1	D
----------	----------	---	---

98/07/24 12:21

155:**Q9CA**

Rotation => Q9CH

(Would you say that the technical assistance provided by OFM is..)
Understandable? (Would you say, 1, an extremely low rating, 7, an extremely
high rating, or some number in between?)

(1/ 341)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/23 12:03

156:**Q9CB**

(Would you say that the technical assistance provided by OFM is..) Useful?
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some
number in between?)

(1/ 342)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/23 12:03

157:**Q9CC**

(Would you say that the technical assistance provided by OFM is..) Accurate?
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some
number in between?)

(1/ 343)

01	1 - extremely low rating	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/23 12:03

158:**Q9CD**

(Would you say that the technical assistance provided by OFM is..) Unbiased?
 (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 344)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/23 12:03

159:**Q9CE**

(Would you say that the technical assistance provided by OFM is..) Timely?
 (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 345)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/23 12:03

160:**Q9CF**

(Would you say that the technical assistance provided by OFM is..) Complete?
 (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 346)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/27 10:37

161:**Q9CG**

(Would you say that the technical assistance provided by OFM is..) in the format I prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 347)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/23 12:03

162:**Q9CH**

(Would you say that the technical assistance provided by OFM is..) Credible? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 348)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/24 14:01

163:**Q9D**

On that same scale, how would you rate, OVERALL, the information you receive from all parts of OFM? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

(1/ 349)

01	1 - extremely low rating	1
02		2
03		3
04		4
05		5
06		6
07	7 - very high rating	7
08	don't know / refused	8
09	not applicable	9

98/07/28 10:11

164:**XQ10**

OFM offers a variety of products and services, I'm going to ask you about specific products and services that you may use. For each, I'll ask you to rate its importance to you for doing your job. If you do not use it at all in your job, please just tell me so. Again, please use a 1-7 scale, with 1 meaning not at all important and 7 meaning important.

The first is.....

(1/ 350)

01Continue 1

98/07/30 8:57

165:**Q10A**

Rotation => Q10F

=> +1 if NOT Q6=01 ; ASK IF NAMED BUDGET SHOP IN Q6, ELSE
SKIP

How important to you are the products and services you receive from the Budget Division? (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 351)

01 1 - not at all important 1
02 2 2
03 3 3
04 4 4
05 5 5
06 6 6
07 7 - extremely important 7
08 don't know / refused 8
09 do not use / not applicable 9

98/07/29 13:29

166:**Q10B**

=> +1 if NOT Q6 = 02 ; ASK IF NAMED ACCOUNTING IN Q6, ELSE
SKIP

Thinking about the Accounting Division, how important is the consulting and technical support for accounting? (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 352)

01 1 - not at all important 1
02 2 2
03 3 3
04 4 4
05 5 5
06 6 6
07 7 - extremely important 7
08 don't know / refused 8
09 do not use / not applicable 9

98/07/29 13:29

167:**Q10C**

=> +1 if	NOT Q6 = 02 ; ASK IF NAMED ACCOUNTING IN Q6, ELSE SKIP
----------	---

Thinking about the Accounting Division, how important is the accounting policies and procedures? (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 353)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/24 14:02

168:**Q10D**

=> +1 if	NOT Q6=04 ; ASK IF NAMED IN Q6 ELSE SKIP
----------	--

How important to you are the Personal Services Contracting services that OFM provides? (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 354)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/24 12:23

169:**Q10E**

=> +1 if NOT Q6=05 ; ASK IF USED FORECASTING

How important are the Population and Forecasting products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of Washington? (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 355)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 13:08

170:**Q10F**

=> +1 if NOT Q6=06 ; ASK IF USED SACS

How important to you are the products and services you receive from the Small Agency Client Services? (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 356)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/28 10:43

171:**XQ10G**

=> Q11 if NOT Q6=03 ; ASK IF FIN SYSTEMS NAMED

How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas?

The first is....

(1/ 357)

01	Continue	1	D
----------	----------	---	---

98/07/28 7:49

172:**Q10G**
 Rotation => Q10K
 => +1 if NOT Q6=03 ; SKIP IF NOT NAMED IN Q6

(How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas?) Systems that support payment and the management of accounts payable. (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 358)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/30 9:08

173:**Q10H**

(How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas?) Systems that support receipts and the management of accounts receivable (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 359)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/28 7:50
174:**Q10I**

(How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas?) Systems that support the preparation and submittal of budget requests and allotments. (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

(1/ 360)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/28 7:51
175:**Q10J**

(How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas?) Systems that support time collection, labor distribution, and cost allocation.(Would you say, 1: not at all important, 7: extremely important or some number in between?)

(1/ 361)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/28 7:52

176:

(How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas?) Information that supports financial management. (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

Q10K

(1/ 362)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/29 13:40

177:**Q11**

=> FEWQ if Q10A<=1 AND Q10B<=1 AND Q10C<=1 AND Q10D<=1
AND Q10E<=1 AND Q10F<=1 AND Q10G<=1 AND
Q10H<=1 AND Q10I<=1 AND Q10J<=1 AND Q10K<=1 ;
SKIP TO FEWQ IF ALL RATED 1 OR BLANK.

Thinking of these same products and services, please tell me how satisfied you are with each. This time, 1 means not at all satisfied and 7 means completely satisfied.

(1/ 363)

01Continue 1

98/07/30 8:58

178:**Q11A**

=> +2 if Q10A<2 OR Q10A>7 ; ASK ONLY IF CODED 2-7 IN Q10

How satisfied are you with the products and services you receive from the Budget Division? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 364)

011 - not at all satisfied 1
022 2
033 3
044 4
055 5
066 6
077 - completely satisfied 7
08don't know / refused 8
09do not use / not applicable 9

98/07/24 9:45

179:**Q11A1**

=> +1 if Q11A>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11a >

(1/ 365 - 367 - 369 - 371 - 373 - 375)

01RECORD RESPONSE 01 DO
02Don't know / not sure 98 X
03Refused 99 X

98/07/30 8:59

180:**Q11B**

=> +2 if Q10B<2 OR Q10B>7 ; ASK ONLY IF CODED 2-7 IN Q10

Thinking about the Accounting Division, how satisfied are you with the consulting and technical support for accounting? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 377)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:07

181:**Q11B1**

=> +1 if Q11B>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11b >

(1/ 378 - 380 - 382 - 384 - 386 - 388)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 8:59

182:**Q11C**

=> +2 if Q10C<2 OR Q10C>7 ; ASK ONLY IF CODED 2-7 IN Q10

Thinking about the Accounting Division, how satisfied are you with the accounting policies and procedures regarding accounting issues? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 390)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:09

183:**Q11C1**

=> +1 if Q11C>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11c >

(1/ 391 - 393 - 395 - 397 - 399 - 401)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:00

184:**Q11D**

=> +2 if Q10D<2 OR Q10D>7 ; ASK ONLY IF CODED 2-7 IN Q10

How satisfied are you with the products and services received from the Personal Services Contracting , including The Guide to Personal Service Contracting and Filing Booklet? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 403)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:09

185:**Q11D1**

=> +1 if Q11D>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11d >

(1/ 404 - 406 - 408 - 410 - 412 - 414)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:00

186:**Q11E**

=> +2 if Q10E<2 OR Q10E>7 ; ASK ONLY IF CODED 2-7 IN Q10

How satisfied are you with the Population and Forecasting Group products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of Washington? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 416)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:10

187:**Q11E1**

=> +1 if Q11E>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11e >

(1/ 417 - 419 - 421 - 423 - 425 - 427)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:00

188:**Q11F**

=> +2 if Q10F<2 OR Q10F>7 ; ASK ONLY IF CODED 2-7 IN Q10

How satisfied are you with the products and services you receive from the Small Agency Client Services? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 429)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:11

189:**Q11F1**

=> +1 if Q11F>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11f >

(1/ 430 - 432 - 434 - 436 - 438 - 440)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:07

190:**Q11G**

=> +2 if Q10G<2 OR Q10G>7 ; ASK ONLY IF CODED 2-7 IN Q10

Thinking about the statewide Financial Systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets your agency's business needs in payment and the management of accounts payable. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 442)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:11

191:**Q11G1**

=> +1 if Q11G>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11g >

(1/ 443 - 445 - 447 - 449 - 451 - 453)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:07

192:**Q11H**

=> +2 if Q10H<2 OR Q10H>7 ; ASK ONLY IF CODED 2-7 IN Q10

Thinking about the statewide Financial Systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets your agency's business needs in Systems that support receipts and the management of accounts receivable. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 455)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:12

193:**Q11H1**

=> +1 if Q11H>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11h >

(1/ 456 - 458 - 460 - 462 - 464 - 466)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:03

194:**Q11I**

=> +2 if Q10I<2 OR Q10I>7 ; ASK ONLY IF CODED 2-7 IN Q10

Thinking about the statewide Financial Systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets your agency's business needs in preparation and submittal of budget requests and allotments. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 468)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:13

195:**Q11I1**

=> +1 if Q11I>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11i >

(1/ 469 - 471 - 473 - 475 - 477 - 479)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:03

196:**Q11J**

=> +2 if Q10J<2 OR Q10J>7 ; ASK ONLY IF CODED 2-7 IN Q10

(Thinking about the statewide Financial Systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets your agency's business needs in) time collection, labor distribution, and cost allocation. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 481)

01	1 - not at all satisfied	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - completely satisfied	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:13

197:**Q11J1**

=> +1 if Q11J>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11j >

(1/ 482 - 484 - 486 - 488 - 490 - 492)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/30 9:03

198:**Q11K**

=> +2 if Q10K<2 OR Q10K>7 ; ASK ONLY IF CODED 2-7 IN Q10

(Thinking about the statewide Financial Systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets your agency's business needs in)information that supports for financial management. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

(1/ 494)

01	1 - not at all important	1
02	2	2
03	3	3
04	4	4
05	5	5
06	6	6
07	7 - extremely important	7
08	don't know / refused	8
09	do not use / not applicable	9

98/07/23 15:14

199:**Q11K1**

=> +1 if Q11K>3; SKIP IF RATE 3 OR BETTER

Why do you say that? Rated: <q11k >

(1/ 495 - 497 - 499 - 501 - 503 - 505)

01	RECORD RESPONSE	01	DO
02	Don't know / not sure	98	X
03	Refused	99	X

98/07/24 14:04

200:**FEWQ**

Now, I would like to ask you some questions about your agency, employment, and interaction with OFM. Your responses are used for statistical classification of the data.

(1/ 507)

01	Continue	1	D
----------	----------	---	---

98/07/16 9:36

201:**Q13**

First, What is your Agency or Organization?

(1/ 508)

01	RECORD RESPONSE	01	O
02	Refused	99	

98/07/16 9:50

202:**Q14***READ 1-3*

Which type of functional area are you in?

(1/ 510 - 512 - 514)

01 Accounting, 01
 02 Budget, 02
 03 Or, some other area? (SPECIFY) 97 O
 04
 05 Don't know 98
 06 Refused 99

How often do you have contact with OFM?

IF NEEDED, SAY: By contact, I am including requesting information from OFM,
 providing information or data TO OFM, using OFM publications, or using OFM
 computerized financial systems such as AFRS.

Would you say, Daily, Weekly, Monthly, Quarterly, Bi-Annually, or Annually?

@q15
 ENTER 01 Daily 97 OTHER
 02 Weekly
 03 Monthly 98 Don't Know
 04 Quarterly
 05 Bi annually 99 Refused
 06 Annually

98/07/13 12:59

203:**Q15**

screen

(1/ 516)

01Daily, 01
 02 Weekly, 02
 03 Monthly, 03
 04 Quarterly, 04
 05 Bi-annually, 05
 06 Annually, 06
 07 Or something else? (SPECIFY) 97 O
 08 Don't know / not sure 98
 09 Refused 99

98/07/13 13:02

204:**Q16**

When was your most recent contact with OFM? Was it in the.....(READ 1-5)

(1/ 518)

- 01 Past week? 1
 02 Past month? 2
 03 Past 2 - 3 months? 3
 04 Past 4 - 6 months? 4
 05 Or in the past 7 - 12 months? 5
 06
 07 don't know / not sure 8
 08 refused 9

98/07/24 14:05

205:**Q19A**

=> +1 if NOT FRCST=02; ASK IF NOT ON CITY / TOWN LISTING

How long have you been employed with the state?
 ENTER 00 IF LESS THAN 1 YEAR

(1/ 519)

\$E 01 50

- 01 Less than one year 00
 02 Refused 99

98/07/30 13:36

206:**Q19B**

=> +1 if NOT FRCST==2; ASK IF ON CITY / TOWN LIST SKIP IF NOT ON LIST

What is the population of your local government? IF DON'T KNOW OR NOT SURE, ASK: Just give me your best estimate.?

(1/ 521)

\$E

- 01 Don't know / not sure 999999998
 02 Refused 999999999

98/07/24 9:54

207:**Q20**

How long have you worked in a position where you have contact with OFM?
 ENTER 00 IF LESS THAN 1 YEAR

(1/ 530)

\$E 01 50

- 01 Less than one year 00
 02 Refused 99

98/07/13 13:18

208:**Q21**

How long have you been employed in your current agency?

ENTER 00 IF LESS THAN 1 YEAR

(1/ 532)

\$E 01 50

01 Less than one year 00

02Refused 99

98/07/30 12:04

209:**Q22**

I have just two last questions: If OFM could make ONE change that would make their products and services better, what would it be?

(1/ 534)

01 Nothing / no changes needed 00

02RECORD RESPONSE 97 DO

03 Don't know 98 X

04Refused 99 X

98/07/13 13:21

210:**Q23**

What is the ONE thing that OFM is doing so well that they should not consider making any change in how they do it?

(1/ 536)

01None / all needs changes 00

02RECORD RESPONSE 97 DO

03 Don't know 98 X

04Refused 99 X

98/07/13 13:25

212:**INT01**

\$E

That concludes my questions; thank you very much for your time and cooperation.

(1/ 542)

01COMPLETED INTERVIEW 01 D => END

98/07/24 12:12

214:**INT05**

Thank you for your time. I do want to speak with people who have had recent OFM contact. Have a good day.

(1/ 564)

01NO OFM CONTACT RECENTLY 62 D => END

PRESS ENTER TO GO BACK TO THE OTHER SCREEN @f7

- * The Office of Financial Management would like your help in a survey of satisfaction among those served by OFM. This survey is part of OFM's Continuous Improvement Program and a direct outgrowth of the Governor's Executive Order 98-03 requiring agencies to improve quality, efficiency and effectiveness of their public services.
- * Gilmore Research Group is an independent research firm that has been contracted by OFM (The Office of Financial Management) to conduct telephone interviews with 400 OFM customers, statewide. The interview will take about 12-15 minutes and CAN be scheduled at your convenience.
- * If you would like to talk to my supervisor to verify this information, you can call (800) 573-4498 extension 176.
- * If you have any questions, you may call
Linda Steinmann at OFM at (360) 902-0573 or, JoElla Weybright, Executive Vice-President at Gilmore Research at (206) 726-5555.

216:

F7

screen FOR F7 KEY

(1/ 567)

01Continue 1 D
